

TM

®

Digital Hearing Aid

User Instructional
Brochure

Congratulations and welcome to Songbird.

This brochure provides you with easy-to-follow instructions for using and maintaining your hearing aid. It also contains important medical information as well as information about what to expect when you start to use the product. If you have any further questions, do not hesitate to call us at 1-800-789-1830 or visit our website at **www.SongbirdHearing.com**.

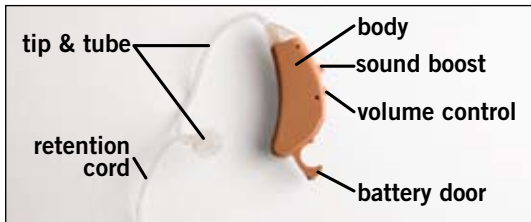
Important: Please read this entire guide before using your new Songbird.

Your purchase of the Songbird Ultra also includes tubes and tips for using the hearing aid in the left or the right ear, a cleaning instrument, and a protective carrying case. An insert with Technical Information is also included for your reference.

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Using Your Hearing Aid



- 1 Body.** Hides behind your ear and houses the Battery, Volume Control, and Sound Boost button.
- 2 Battery Door.** Opens for insertion and removal of the battery. Also serves as the “On/Off” switch. Use “312” hearing aid batteries.
- 3 Volume Control.** Adjusts the volume to make the amplification louder or softer.
- 4 Sound Boost.** Use this button to get additional volume when you need it.
- 5 Tip & Tube.** The tube connects the body with the tip; the tip fits comfortably inside the ear.
- 6 Retention Cord.** Fits comfortably in the bowl of your ear to keep the tip in place. Can also be used to remove the tip from your ear canal.

Instructions For Use

1. Remove the body from sealed bag

Gently remove the body of the hearing aid from the sealed bag. Connect a tip & tube assembly (enclosed separately) to the body as shown below. Tube(s) are marked in RED for the right ear and in BLUE for the left ear.



Using Your Hearing Aid (continued)

2. Insert Battery & Turn On

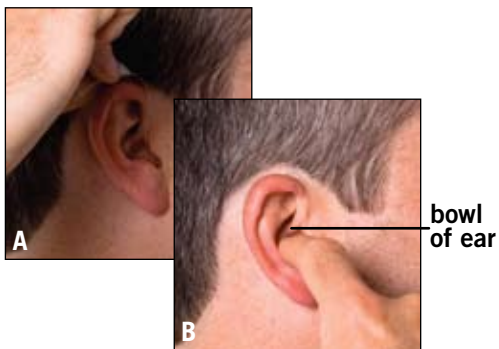
Open the battery door and insert a battery (size 312) into the device. Remove the tab before inserting it into the battery door. Make sure that the “+” side (flat side) of the battery is up.



Important: Failure to insert the battery correctly may cause damage to the battery door and the device.

3. Put the Body Behind Your Ear, Then Insert the Tip

Place the body behind your ear (A). Grasp the tip and slowly push the tip into your ear (B). Adjust the retention cord to rest inside the bowl of your ear to secure the tip in your ear.



Tip: If you hear whistling (“feedback”), that’s normal - it will stop once you have the hearing aid adjusted as you like it. Then, the feedback-cancellation feature will take over and the whistling will dissipate.

Using Your Hearing Aid (continued)

4. Note Volume Level

Take note of the volume level and try speaking with another person. If you find that you need it louder or softer, remove the device and adjust the volume level per the instructions that follow.

5. Remove

To remove the device from your ear, simply grab the tubing close to the tip and remove from the ear.

Important: Do not use the body to pull the tip directly out of the ear. This may damage the tube, or remove the tip and tube from the device.

6. Adjust the Volume Level

The Volume Control dial allows you to make the sound from the device louder or softer.



Turn clockwise to make louder; turn counter-clockwise to make softer.

Volume Control

Your device also comes with a Sound Boost button. For the times when you need a little extra volume, press this button to make the

device louder (see page 18 for additional information). There are three boost levels above the standard setting. You will hear 2 beeps when you move to the second level, 3 beeps for the third, and 4 beeps for the fourth.

Sound Boost



Tip: The Sound Boost setting returns back to standard once the aid is turned off or when the Sound Boost button is pushed a fourth time (one beep) - you will need to push the Sound Boost button again to access higher ranges when that occurs.

Tip: Find a volume setting that you like best and leave it there. On those occasions when you need it a little louder or softer, you can quickly just press the Sound Boost button.

Using Your Hearing Aid (continued)

7. Turning Off and Replacing Batteries

To turn the Songbird off and conserve battery life, open the battery door completely (partially open may still drain the battery) and remove the battery if you'd like. This will end the electrical connection to the battery.



To replace the battery, simply open the battery door and remove the battery. Refer to page 4 to ensure you are inserting the battery correctly. Once the fresh battery is inserted, close the battery door and the hearing aid will power on again.

Note: When the battery is low on power, you will hear a sequence of beeps. This will let you know it is time to replace the battery.

8. Cleaning and Storing

Remove any visible wax from the tip after each use. To clean the tube, gently rotate and pull the tube & tip assembly from the device and use the enclosed tube cleaner to push any wax through and out of the tube. For detailed instructions, see page 16.

Store your Songbird in the protective case when it is not in use.

Helpful Hints

Now that you know how to use your Songbird, here are some things to keep in mind as you adjust to your new hearing experience.

- It takes time to get used to new sounds – the brain needs time to adjust. Be patient and keep at it – wearing your Songbird regularly will help you adjust.
- You may also notice lots of background noises. These have almost always been a part of your environment, and in time you will tune out many of them.
- It also may take time for a hearing aid to feel comfortable – try wearing it for short periods of time, then gradually increase and it will soon feel more natural.

The rest of this booklet contains more helpful information about getting the most out of your Songbird experience. We encourage you to refer back to it from time to time.

Medical Information and Warnings

Use

For safe, comfortable amplification for mild to moderate hearing loss in healthy adults 18 years of age and older.

Not For Use In Children. This product is not for use by anyone under 18 years of age.

Warnings

Hearing loss can be the symptom of a more serious medical condition or the result of an excessive wax build-up. A physician can treat these conditions. If you have not already done so you should consult a licensed physician (preferably one who specializes in diseases of the ear) to rule out any of these medical concerns. Physicians who specialize in diseases of the ear are often referred to as ENTs, otolaryngologists, otologists, or otorhinolaryngologists.

Consult your doctor before use if you have or think you may have:

- History of excessive wax build-up
- Pain or discomfort in the ear
- Fluid or drainage from the ear within the past 90 days
- Ear canal blockage, a lasting ear infection or a plugged up fullness feeling
- Visible deformity of the ear
- Sudden, rapidly progressing, or fluctuating hearing loss within the past 90 days
- Ringing in only one ear
- Hearing loss only in one ear that worsened in the past 90 days
- Spells of acute or chronic dizziness

Stop use and ask a doctor if:

- Hearing in one or both ears worsens
- Hearing does not improve during use
- You experience skin irritation or ear pain

Medical Information and Warnings (continued)

Hearing Aid Ingestion Warning:

Keep out of reach of children and pets. Do not swallow. May pose a choking or ingestion hazard. Contains small parts and a battery. In the US, in the event a hearing aid is swallowed, call collect: The National Button Battery Ingestion Hotline (202) 625-3333 for counsel or treatment.

How Do You Know If You Have Hearing Loss?

Hearing loss can be due to aging, exposure to loud noise, medications, infections, head or ear trauma, congenital or hereditary factors, and other illnesses and causes. This is why it is always important to first have a medical examination with your doctor prior to using a hearing aid to rule out any medical conditions. The vast majority of hearing problems do not require medical or surgical intervention, and can be corrected with hearing aids.

You may have a hearing loss if...

- You frequently complain that people mumble, speech is not clear, or you hear only parts of conversations when people are talking.
- You often strain to hear or ask people to repeat what they said.
- Your friends or relatives tell you that you don't seem to hear very well.
- Others say that you play the TV or radio too loudly.
- You do not laugh at jokes because you miss too much of the story.
- You need to ask others about the details of a meeting that you just attended.
- You cannot hear the doorbell or the telephone.
- You find that looking at people when they talk to you makes it somewhat easier to understand.

Please visit our website at
www.SongbirdHearing.com
for additional information on hearing loss.

Adjusting to Wearing Hearing Aids

A hearing aid is only an aid to hearing; it is impossible to restore hearing to normal. It takes time to get used to hearing aids and gain their full benefits.

- It takes time to get used to hearing aids and having something in your ear. The brain has to adjust to the new sounds; some people adjust very quickly, others may take up to 2-3 months.
- Initially you may notice a lot of background sounds. Keep in mind that background noise is almost always part of your environment, and adjustment to it is required. In time, you will tune out many of these everyday sounds. Studies suggest that your ability to understand speech may continue to increase over a period of several months when wearing a new hearing aid.
- You may start out feeling like everything is too loud or noisy; try starting out with the hearing aid set to a lower volume setting to give yourself time to adjust.

- You may also feel plugged up or feel like you're talking in a barrel. This is a normal reaction to wearing new hearing aids, and the sensation will usually go away in the first few weeks. With patience and time, you should get lots of benefit from your hearing aids.
- Be patient. Some people adjust very quickly, most adapt within a few weeks. Start out wearing your hearing aid for short periods of time and gradually increase. Wearing your aids regularly will help you adjust to them.

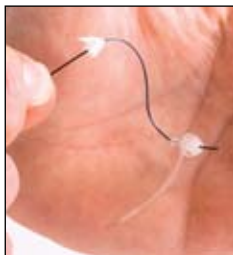
Using the Telephone

- If your hearing aid whistles (feedback) while on the phone, tilt the telephone away from your ear until the whistling stops.
- Try various positions with the telephone until you discover the arrangement that works best for you.

Cleaning Your Hearing Aid (and Your Ears)

- Periodically wipe the entire tip of the hearing aid with a dry tissue or slightly moist (not wet) cloth.
- Occasionally, wax may become lodged in the tube connecting the tip and body of the hearing aid. This will result in poor performance.

To clean the wax from the tube, remove the tube from the hearing aid body by gently rotating and pulling the tube assembly off the hearing aid. Then gently push the tube cleaner enclosed through the tube. This will push the wax out of the tube at the other end.



- It is important to keep your ears clean to maximize the life of your Songbird. Earwax can clog up your hearing aid and cause it to not work properly. For best results, it may be beneficial to clean your ears with commercially available ear wash systems or visit your doctor for treatment.
- Never use instruments like cotton swabs, toothpicks, hairpins, or the enclosed wax removal brush to remove wax from the ear canal.

If you have excessive earwax you should discontinue using the hearing aid and consult your physician.

Advanced Features

Sound Boost

In addition to the volume control on the device, your Songbird has been programmed to enable additional sound boosts, as needed. The Sound Boost button on the back of the hearing aid allows you to do this.

Use the manual Volume Control to set the volume to where you normally like it. Use the Sound Boost for the times when you need a little extra volume - find the boost level that's right for you.

In all your device has 4 volume levels.

Level 1 - Standard volume

Level 2 - Boost (small)

Level 3 - Boost (medium)

Level 4 - Boost (large)

When pushed, the Sound Boost button will increase the volume to each subsequent level.

You will hear 2 beeps when you boost volume to Level 2, 3 beeps for Level 3, and 4 beeps for Level 4.

The device returns to the standard volume once the aid is turned off or when the Sound Boost button is pushed a fourth time (one beep, to signify the return to the first/standard volume level).

Automatic Feedback Cancellation

Your device comes equipped with automatic feedback (whistling) cancellation.

You may hear whistling when you put the device on, when you adjust its position on/in your ear, or when you are adjusting the volume. This is normal.

The device will automatically adjust to eliminate this feedback (whistling) once the aid is fully inserted into the ear and in a comfortable position.

Dos and Don'ts of Caring for Your New Hearing Aid(s):

Your hearing aid is a precision instrument. To ensure the greatest performance and life these precautions should be followed:

Dos

- **DO** periodically wipe the tip with a dry or slightly moist (not wet) cloth.
- **DO** clean the tube by using the tube cleaner enclosed.
- **DO** keep your hearing aid in the provided case when it is not in your ear, as this will keep the hearing aid dry and protected.
- **DO** turn your hearing aid off when not in use; this will extend the life of your battery.

Don'ts

- **DON'T** insert the tube cleaner with the tube still attached to the hearing aid.
- **DON'T** allow any liquid to enter the hearing aid.
- **DON'T** wear while swimming or bathing.
- **DON'T** drop, throw, or handle roughly.
- **DON'T** apply hair spray while wearing your hearing aid.
- **DON'T** leave your hearing aid where small children or pets can get it.
- **DON'T** expose your hearing aid to excessive temperatures such as heat lamps, hair dryers, stoves, windowsills, or your car's glove compartment.
- **DON'T** try to open your hearing aid or attempt to make repairs, as this will cause serious damage.

Troubleshooting

If your problem cannot be resolved with the table below then please contact customer service at 1-800-789-1830 for further assistance:

Problem	Cause	Possible Cure
Hearing aid does not fit	Aid not properly inserted	Review the instructions and attempt to reinsert. Visit our website www.SongbirdHearing.com for additional information, or call 1-800-789-1830.
	Tip is not fitting properly	Reinsert the tip into your ear, making sure it comfortably fits in the canal. Readjust the retention cord to ensure it stays in place.
	Tip is too large to fit into the ear	Product may not fit you. Contact customer service.
Hearing aid not working	Aid not turned on	Review the instructions and turn the aid on by closing the battery door
	Aid not producing sound	Review the instructions and make sure the aid is on and the volume is turned up
	Hearing aid got wet	Contact customer service for possible repair options.
	Battery dead	Replace the battery with "312" hearing aid batteries
	Battery low	Replace the battery with "312" hearing aid batteries
	Wax blocking tip	Clear tip blockage with the enclosed tube. If blockage cannot be cleared, then contact customer service
	You have more severe hearing loss	Consult your physician

Problem	Cause	Possible Cure
Hearing aid is intermittent	Battery low	Replace the battery with "312" hearing aid batteries
Ear feels sore	Tip not properly inserted	Remove and reinsert
	Need time to adjust to hearing aid	Remove hearing aid and give ear time to rest
Whistles (feedback)	Aid not properly inserted	Remove tip and reinsert
	Volume too loud	Adjust the volume control down to a lower setting. If you use the Sound Boost feature, return to the Standard volume setting
	Tip slipped out of ear canal	Push the tip back into the ear canal. Readjust the retention cord to ensure it stays in place
	Device moving around on or in ear	The unit has a feedback cancellation feature that works when the device is stationary on and in the ear. Adjust the aid so that it is not moving in or on the ear
	Wax blocking tip	Clear tip blockage with the enclosed tube. Replace tip and tube if blockage cannot be cleared
	Wax in ear canal	Clean ears

Troubleshooting (continued)

Problem	Cause	Possible Cure
Feel plugged up (occlusion)	Need time to adjust to hearing aid	Wear for short periods to get used to sound
Voice sounds funny (occlusion)	Need time to adjust to hearing aid	Wear for short periods to get used to sound
Tip keeps slipping out	Tip moved out of ear canal	Reinsert the tip into your ear, making sure it comfortably fits in the canal. Readjust the retention cord to ensure it stays in place
	Tip too large or small to fit properly	Product may not fit you. Other Songbird products may fit you better. Visit our website www.SongbirdHearing.com for additional information, or call 1-800-789-1830. If our other products do not fit your needs, consult your physician.

Problem	Cause	Possible Cure
Hearing aid is too loud	Wearing hearing aid on highest setting	Adjust the volume control down to a lower setting. If you use the Sound Boost, try a lower volume setting
	Need time to adjust to hearing aid	Wear for short periods to get used to sound
Hearing aid is not loud enough	Wearing hearing aid on lowest setting	Use the volume control to increase the volume, or use the sound boost to increase the volume levels
	Wax blocking tip	Clear tip blockage; replace hearing aid if blockage cannot be cleared
	You have more severe hearing loss	Consult your physician

Important Reminders

- The Songbird is designed for mild to moderate hearing loss. If you recognize you may have a more severe hearing loss, or feel it does not meet your hearing needs, you should consult your physician or hearing health professional for a full evaluation of your hearing loss.
- No hearing instrument can restore normal hearing or prevent or improve a hearing impairment resulting from organic conditions. You must be patient while adjusting to your hearing aid.
- In most cases, infrequent use of a hearing instrument does not permit a user to attain full benefit from it.
- The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Children with Hearing Loss

Hearing loss may cause problems in the language development and the educational and social growth of children. A child with a hearing loss should be evaluated by a physician who specializes in care of the ears and hearing (an otologist or pediatric otolaryngologist, also called ENT – Ear, Nose and Throat physician, ideally with subspecialty interest in care of children with hearing impairment). After a medical evaluation the child with hearing impairment should be directed to an audiologist for further evaluation and rehabilitation. Audiologists are qualified by training and experience to assist in the evaluation and rehabilitation of children with hearing loss. Songbird Hearing Inc. recommends, and certain state regulations require, that all individuals younger than the age of 18 years old undergo a medical evaluation within three months prior to the dispensing of a hearing aid.

This product is not intended for use by anyone under the age of 18.

Important Notice for Prospective Users

Information for U.S. users from the Federal Drug Administration, Department of Health, Education, and Welfare, Rules and Regulations for Medical Devices part 801- Hearing Aid Devices, Professional and Patient Labeling and Conditions for Sale:

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and you may be considered a candidate for a hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Discard batteries in accordance with all applicable federal, state and local regulations.

100% Satisfaction Guarantee

If for any reason during the first 30 days after purchase you are dissatisfied with the product, you may return it to the original location of purchase and you will be provided a full refund of the original purchase price, less shipping and handling.

If you have purchased this product by phone or the Internet directly from Songbird, please contact Songbird Customer Service at 1-800-789-1830 for return instructions.

Warranty

Songbird is also warranted for 90 days after the time of purchase against defects in materials and workmanship and to perform within published specifications. If, through no fault of your own, the Songbird hearing aid stops working within this 90-day period (parts, materials, or workmanship), Songbird will repair or replace the product at its sole discretion.

This warranty is void if: (a.) defects in materials or workmanship or damages result

from repairs or alterations which have been made or attempted by others or the unauthorized use of nonconforming parts, (b.) the damage is due to abuse, improper maintenance, neglect or accident, or (c.) the damage is due to use of the product with improper accessories.

Repairs

Following the 90-day warranty period, your hearing aid can be sent in for repair. Contact Songbird Customer Service at 1-800-789-1830 for repair costs and instructions.

Songbird Products and Accessories

Songbird has additional hearing products and accessories, including replacement tube & tip assemblies, available for sale online or by phone.

For more information, visit our website at www.SongbirdHearing.com or call 1-800-789-1830.

Questions and Comments

If you are having trouble getting used to the hearing aid, if you are experiencing an issue that you cannot resolve with the help of this guide, or if you have questions concerning product satisfaction, please contact Songbird Customer Service by phone at 1-800-789-1830 or by email at info@songbirdcustomerservice.com.



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